

Emergency Support Function #6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex

ESF Coordinator:

Department of Homeland
Security/Federal Emergency
Management Agency

Primary Agency:

Department of Homeland
Security/Federal Emergency
Management Agency

Support Agencies:

Department of Agriculture
Department of Defense
Department of Health and Human
Services
Department of Homeland Security
Department of Housing and Urban
Development
Department of the Interior
Department of Justice
Department of Labor
Department of the Treasury
Department of Transportation
Department of Veterans Affairs
General Services Administration
Office of Personnel Management
Small Business Administration
Social Security Administration
U.S. Postal Service
American Red Cross
Corporation for National and
Community Service
National Voluntary Organizations
Active in Disaster

INTRODUCTION

Purpose

Emergency Support Function (ESF) #6 – Mass Care, Emergency Assistance, Housing, and Human Services supports and augments State, regional, tribal, local, and nongovernmental organization (NGO) mass care, emergency assistance, housing, and human services missions. The purpose of this ESF is to ensure that the needs of disaster-impacted populations are addressed by coordinating Federal assistance to impacted areas.

Authorities:

- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288) as amended
- Homeland Security Act of 2002
- Homeland Security Presidential Directive 5
- Post-Katrina Emergency Management Reform Act of 2006
- Pets Evacuation and Transportation Standards Act of 2006 (HR3858)

1 **Scope**

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3 When directed by the President, ESF #6 services and programs are implemented to assist
4 individuals and households impacted by potential or actual disaster incidents.

5
6 The Department of Homeland Security/Federal Emergency Management Agency (DHS/FEMA)
7 coordinates and leads Federal resources as required to support State, tribal, and local
8 governments and NGOs in the performance of mass care, emergency assistance, housing, and
9 human services missions.

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11 ESF #6 is a component of the Individual Assistance Branch in the Operations Section.

12
13 ESF #6 is organized into four primary functions: Mass Care, Emergency Assistance, Housing,
14 and Human Services.

- 15
- 16 • **Mass Care:** Includes sheltering, feeding operations, emergency first aid, bulk distribution
17 of emergency items, and collecting and providing information on victims to family members.
 - 18
 - 19 • **Emergency Assistance:** Assistance required by individuals, families, and their
20 communities to ensure that immediate needs beyond the scope of the traditional “mass
21 care” services provided at the local level are addressed. These services include support to
22 evacuations (including registration and tracking of evacuees); reunification of families; pet
23 evacuation and sheltering; support to specialized shelters; support to medical shelters;
24 nonconventional shelter management; coordination of donated goods and services; and
25 coordination of voluntary agency assistance.
 - 26
 - 27 • **Housing:** Includes the housing components of the Stafford Act, such as rental assistance,
28 repair, replacement, manufactured housing, semipermanent and permanent construction,
29 and access to other sources of housing assistance. This assistance is guided by the National
30 Disaster Housing Strategy.
 - 31
 - 32 • **Human Services:** Includes the implementation of programs to help disaster victims
33 recover their nonhousing losses, including programs to replace destroyed personal property,
34 and help obtain disaster loans, foods stamps, crisis counseling, disaster unemployment,
35 case management, and other Federal and State benefits.
 - 36

37 **Policies**

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39 ESF #6 will assist in coordination with impacted State, tribal, and local governments and
40 communities without regard to race, color, religion, nationality, sex, age, disability, limited
41 English proficiency, or economic status.

42
43 Service animals shall remain with the persons to whom they are assigned throughout every
44 stage of disaster assistance. Pets shall be treated as the law requires.

45
46 Duplication of effort and benefits will be reduced to the extent possible. This includes
47 streamlining assistance as appropriate and identifying preparedness, mitigation, response, and
48 recovery measures to support State and local planning efforts.

CONCEPT OF OPERATIONS

General

DHS/FEMA will coordinate Federal response and recovery operations in close coordination with State, tribal, and local governments, NGOs, and the private sector.

Initial response activities will focus on immediate needs of victims.

Recovery efforts are initiated concurrently with response activities.

Structure

Headquarters-Level Response

When activated, ESF #6 representatives report to the National Response Coordination Center (NRCC).

Once ESF #6 is activated, the national response is coordinated by the NRCC ESF #6 coordinator. The NRCC ESF #6 coordinator convenes a conference call or meeting with the ESF #6 multiagency coordination group to assess the situation and determine appropriate actions.

Members of the ESF #6 coordination group alert their respective organizations and coordinate response activities associated with the incident. The NRCC ESF #6 coordinator works closely with the ESF #6 coordination group and other ESFs to support the ESF #6 mission areas.

Regional-Level Response

Upon activation, the NRCC ESF #6 coordinator convenes the regional ESF Multiagency Coordination Team.

The regional-level response includes providing representatives to the Incident Management Assist Team, Joint Field Office (JFO), and other DHS/FEMA or State facilities as appropriate.

Liaisons to other ESFs and related functions are identified and deployed by their respective agencies or departments, as needed.

Liaisons from Federal support agencies and NGOs assist the ESF #6 section at the NRCC and JFO as necessary.

State-Level Response

The State designates an official or officials to coordinate mass care, emergency assistance, housing, and human services. This official or officials will serve as the principal point(s) of contact with the Federal ESF #6 group leadership.

Functional Areas

Mass Care

Each State designates a lead State agency for mass care which works at the direction of the Governor to ensure mass care services are provided to the affected population. DHS/FEMA, in its role in ESF #6 lead, coordinates closely with the State ESF #6 lead to provide Federal mass care resources to assist and augment the State's mass care capabilities for the areas listed below.

- Shelter
- Feeding
- Bulk distribution
- Emergency first aid
- Disaster welfare information (DWI)

Emergency Assistance

DHS/FEMA coordinates resources and emergency assistance in support of State, tribal, and local governments, NGOs, and the private sector to augment their mass care response activities as requested/directed.

Mass Evacuation

ESF #6 will establish a Mass Evacuation Management Unit (MEMU). When activated, the MEMU may request liaisons from support agencies and other ESF #6 functions. Notification and activation of the Mass Evacuation Service Unit and the MEMU will be through the Individual Assistance (IA) Branch Director.

ESF #6 mass evacuation activities and requirements are identified and addressed in the Mass Evacuation Incident Annex to the National Response Framework.

Support to Special Needs Populations

ESF #6 will support Federal, State, and local agencies, NGOs, and ESF #8 – Public Health and Medical Services in addressing the functional needs of special needs populations. "Special needs" refers to those who may have additional needs before, during, or after an incident in one or more of the following functional areas: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those:

- Who have disabilities.
- Who live in institutionalize settings.
- Who are elderly.
- Who are from diverse cultures.
- Who have limited English proficiency or who are non-English speaking.
- Who are children.
- Who are transportation disadvantaged.

Facilitated Reunification

When a mass evacuation process requires Federal support, DHS/FEMA will track information on individuals and families in an effort to assist with the reunification of separated family members. Tracking, locating, registering, and reuniting evacuees and survivors are activities performed at local, State, and Federal levels.

Registration for Disaster Assistance

DHS/FEMA will ensure that individuals and families evacuated or sheltered are afforded access to Federal disaster assistance, by ensuring they have access to the DHS/FEMA registration intake system.

Support to Spontaneous Volunteers and Unsolicited Donations

The procedures, processes, and activities for federal assistance to support spontaneous volunteers and unsolicited donations are defined in the Volunteer and Donations Management Support Annex.

DHS/FEMA Headquarters will establish the Volunteer and Donations Coordination Team to provide rapid, coordinated response.

Federal support to Volunteer and Donations Management may include the following:

- A database system to manage and record offers of donated goods and services.
- Warehouse support for housing unsolicited donated goods.
- Coordination of unsolicited private and international donations.

The Donations Management Unit at DHS/FEMA Headquarters supports State, tribal, and local governments' management of volunteers and donated goods.

Voluntary Agency Coordination

ESF #6 works in concert with State, tribal, and local governments, NGOs, faith-based organizations, and the private sector to facilitate an inclusive, multiagency, communitywide, and coordinated response and recovery effort.

ESF #6 works with local officials and private nonprofit organizations, the State, and others to establish a long-term recovery strategy to address the unmet needs of individuals and families.

ESF #6 coordinates with National Voluntary Organizations Active in Disaster and international relief organizations to support the efforts of local voluntary agencies and faith-based organizations.

ESF #6 coordinates among nontraditional and new voluntary agencies, existing social service agencies, and other government agencies with formal coalitions such as Voluntary Organizations Active in Disaster and Long-Term Recovery Committees.

Congregate Care Management

- Manage conventional and nonconventional mass shelter facilities in support of State, tribal, and local government and host States when traditional mass care systems are overwhelmed.
- Coordinate Federal resources and provide technical support to State, tribal, and local governments for shelter-in-place activities.

Nonconventional sheltering may include:

- Hotels, motels, and other single-room facilities.
- Temporary facilities such as tents, prefab module facilities, trains, and ships.
- Specialized shelters and functional and medical support shelters.
- Support for other specialized congregate care areas that may include respite centers, rescue areas, and decontamination processing centers.

National Shelter System

The National Shelter System (NSS) is a comprehensive database that provides relevant information for all shelters operated and reported through the NSS during response to disasters and emergencies. The information in the NSS is provided by the State, tribal, local, and nongovernmental entities that are operating these shelters.

Emergency Feeding and Distribution

ESF #6 will work in concert with ESF #11 – Agriculture and Natural Resources and with State, tribal, and local governments to distribute food and food supplies when their capabilities are overwhelmed. This may include support to private-sector feeding operations, securing food commodities, developing feeding plans, and obtaining warehouse space.

Distribution of Emergency Relief Items

ESF #6 will support State, tribal, and local governments' points of distribution for bulk distribution of emergency relief items. Support may also include transportation, technical support, and other mission-critical items.

Household Pets and Service Animals

Within ESF #6, ESF #11 coordinates the multiagency assessment teams tasked to support the evacuation, sheltering, and care of household pets and service animals. The multiagency assessment teams ensure:

- Food and other essential services are provided to household pets and service animals when owners are sheltered or evacuated.
- Service animals will remain with individuals with disabilities.
- Support to State and tribal initiatives for the care of common household pets and service animals.
- The coordination and support of alternate sheltering facilities for common household pets when needed and when resources are not available.

Housing

The National Disaster Housing Strategy defines housing assistance, including:

- **Direct Housing Operations:** Provision of temporary units, usually manufactured. This option is utilized only when other housing resources are not available. Units will be appropriate to the community needs and include accessible units.
- **Hotel/Motel Program:** Temporary accommodations for individuals and families in transition from congregate shelters or other temporary environments, but unable to return to their predisaster dwelling.
- **Noncongregate Facilities:** Facilities that provide private or semiprivate accommodations, but are not considered temporary housing (e.g., cruise ships, tent cities, military installations, school dorm facilities, or modified nursing homes).
- **Direct Financial Housing:** Payments made directly to landlords on behalf of disaster victims.
- **Temporary Roof Repair:** Quick repairs to damaged roofs on private homes. This assistance allows residents to return to and remain in their own homes while performing permanent repairs.
- **Rental Assistance:** Financial assistance issued to individuals and families for rental of temporary accommodations.
- **Permanent Construction:** Direct assistance to victims and families of permanent or semipermanent housing construction.
- **Repair Program:** Financial assistance to homeowners for repair of their primary residence, utilities, and residential infrastructure.
- **Replacement Program:** Financial assistance issued to victims to replace their destroyed primary residence.
- **Small Business Administration (SBA) Disaster Loan Program:** Loans to qualifying homeowners to repair or replace damaged residences.
- **Transportation to Other Locations:** Assistance to relocate individuals and families outside of the disaster area where short- or long-term housing resources are available. Transportation services may include return to the predisaster location.
- **Housing Resources:** A centralized location for identified available housing resources from the private sector and other Federal agencies.

Human Services

Human Services provides assistance to address the nonhousing needs of individuals and families. This assistance falls into the following categories:

- **Disaster Case Management**

ESF #6 Human Services provides case management services, including financial assistance to government agencies or qualified nonprofits. Case management ensures that a sequence of delivery is followed to streamline assistance, prevent duplication of benefits, and provide an efficient referral system.

- **Crisis Counseling and Training**

The Crisis Counseling Assistance and Training Program provides immediate, short-term crisis counseling services. The program helps relieve grieving, stress, or mental health problems caused or aggravated by a disaster or its aftermath. Assistance provided is short term and is at no cost to the disaster victim.

- **Disaster Legal Services**

Disaster Legal Services provides free disaster legal services for low-income individuals who, prior to or because of the disaster, are unable to secure legal services adequate to meet their disaster-related needs.

- **Disaster Unemployment Assistance (DUA)**

Administered by the impacted State, DUA provides financial assistance to individuals whose employment or self-employment has been lost or interrupted as a direct result of a major disaster declared by the President, and who are not covered by regular unemployment insurance.

- **Other Needs Assistance**

Other Needs Assistance awards help with medical, dental, funeral, personal property, transportation, moving and storage, and other expenses authorized by law (for uninsured or underinsured eligible applicants).

- **SBA – Disaster Loan Program:** Provides low-interest, long-term disaster loan assistance for qualified homeowners and renters, nonfarm businesses of all sizes, and nonprofit organizations to fund the repair and replacement of disaster-damaged property.

- **Department of Justice – Victims of Crime Assistance:** Supports Federal, State, tribal, and local efforts to provide assistance and crime victim compensation in incidents resulting from terrorism or acts of mass criminal violence, as appropriate.

- 1 • **Department of Housing and Urban Development (HUD)**
 - 2 • Provides Community Development Block Grants to support communitywide disaster
 - 3 recovery initiatives.
 - 4 • Provides disaster voucher program for eligible applicants.
 - 5 • Provides housing resources for individuals certified as eligible for long-term housing.
 - 6
- 7 • **Social Security Administration (SSA)**
 - 8 • Provides Social Security Disability, Social Security Retirement, Social Security
 - 9 Survivors, Special Veterans, and Supplemental Security Income.
 - 10 • Insures continuity of service to beneficiaries.
 - 11
- 12 • **Department of Veterans Affairs (VA) – Veterans Assistance Program**
 - 13 • Provides insurance settlements, adjustments to home mortgages and death benefits.
 - 14 • Ensures continuity of services, such as pensions, to beneficiaries.
 - 15
- 16 • **Department of Health and Human Services (HHS)**
 - 17 • Expedites claims for new Federal benefits.
 - 18 • Ensures continuity of services to beneficiaries, such as Medicaid, Temporary
 - 19 Assistance to Needy Families, Child Care, etc.
 - 20 • Supports States hosting relocated populations by extending existing programs and
 - 21 benefits or taking other actions as needed, consistent with program authorities.
 - 22 • Provides support and consultation to the primary agency in the development and
 - 23 provision of case management services.
 - 24 • Provides public health and medical support under ESF #8.
 - 25
- 26 • **U.S. Postal Service (USPS):** Provides extended mail services to relocated populations.
- 27
- 28 • **Internal Revenue Service (IRS):** Provides tax relief/refunds to people affected by a
- 29 disaster.
- 30

ORGANIZATION

Headquarters – National Response Coordination Center

The ESF #6 coordinator will contact and activate ESF #6 support agencies as required. As primary agency, it will identify initial needs and ensure that the requested, necessary support is in place for the support agencies to execute their missions to include Requests for Assistance, activation of pre-scripted mission assignments, and issuance of mission assignments.

Regions – Regional Response Coordination Center

- Liaisons to other ESFs and related functions are assigned by their respective agencies or departments, as needed.
- Coordinates ESF #6 Federal resource requests with Federal departments and agencies and the NRCC, as appropriate.
- Assesses the situation and identifies resource requirements in close coordination with State counterparts.
- Provides updated reports on current mass care, emergency assistance, housing, and human services activities.
- Provides technical assistance to the designated State lead agencies, as needed.
- Manages the process for State requests for Federal assistance.
- Anticipates and identifies future requirements.

Field – Joint Field Office ESF #6

- Works in concert with the designated State, tribal, and local government in the provision of mass care, emergency assistance, housing, and human services.
- Reports on current mass care services using data provided by the American Red Cross regarding its own mass care activities and data provided by State, tribal, and local governments and NGOs regarding additional mass care activities in the community. The NSS will be utilized to record this information to the maximum extent possible.
- Collaborates with State to reunify separated family members.
- Facilitates the process by which NGOs providing mass care services in affected State(s) request resource support from the Federal Government, through coordination with DHS/FEMA Voluntary Agency Liaisons (VALs) and the designated State lead agency for mass care.
- Develops initial housing strategy in coordination with States, DHS/FEMA Headquarters, regions, local jurisdictions, and ESF #6 support agencies.

RESPONSIBILITIES

ESF #6 Coordinator and Primary Agency: DHS/FEMA

As the primary agency for ESF #6, DHS/FEMA is responsible for:

- Coordinating Federal support agencies and NGOs performing ESF #6 missions.
- Funding supporting agencies in sufficient time to allow for execution of ESF #6 activities.
- Ensuring that other ESFs deliver adequate response in sufficient time for successful completion of ESF #6 activities.
- Coordinating with nonaffected States for additional shelter capacity.
- Coordinating with State and tribal governments to depopulate shelters as required and, when possible, plan for the return of evacuees to their predisaster locations.

Transition

As primary response activities are completed, incident management priorities place greater emphasis on recovery. ESF #6 provides procedures to ensure that:

- Transition is mutually determined by the primary agencies.
- Staff from the primary and support agencies remain activated through the initial phase of recovery activities to ensure all response issues are addressed and to support the transition of related issues and responsibilities from mass care to housing.

SUPPORT AGENCIES

Agency	Functions
Department of Agriculture	Food and Nutrition Service (FNS) <ul style="list-style-type: none">• Locates and secures supplies of food, including federally owned surplus foods, to supplement those in the disaster area.• Provides statistics on the quantities and locations of food furnished by the FNS.• Provides other food and nutritional assistance in accordance with ESF #11.• Provides emergency food stamps.
	Forest Service <ul style="list-style-type: none">• Provides available departmental resources (e.g., cots, blankets, sleeping bags, personnel) for shelters.• Provides logistical guidance and support.
	Animal and Plant Health Inspection Service: Provides technical assistance to State, tribal, and local governments and DHS/FEMA regarding the search and rescue, evacuation, sheltering, and care of common household pets and service animals.
Department of Defense/U.S. Army Corps of Engineers	<ul style="list-style-type: none">• Fulfills mass care requirements for ice and water in coordination with ESF #6.• Provides assistance by inspecting mass care shelter sites to ensure suitability of facilities to safely shelter victims.• Provides assistance in constructing temporary shelter facilities in the affected area, as required.• Provides temporary housing support, such as temporary structures and expedited repair of damaged homes (to include temporary roofing or other repairs that facilitate reoccupation of minimally damaged structures), as necessary.
Department of Health and Human Services	<ul style="list-style-type: none">• Executes requirements as defined under the Crisis Counseling and Training Program.• Provides support within the disaster-affected area through the deployment of prepositioned human services assessment teams.• Provides interdepartmental policy and planning, program management, and oversight of HHS staff onsite to HHS regional staff responsible for the coordination of human services provision.• Provides assistance to State agencies that administer emergency human services programs within the Disaster Recovery Centers.• Provides subject-matter expertise, consultation, and technical assistance to ESF #6 partners on disaster human services issues (e.g., working with at-risk and special needs populations, assessing child care needs, accessing HHS programs that address human services needs in an emergency, etc.).

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Agency	Functions
Department of Health and Human Services	Public Health and Medical <ul style="list-style-type: none"> • Provides HHS medical workers to augment health services personnel as appropriate. • Provides medical care and mental health services for impacted populations either in or outside the shelter locations in accordance with appropriate guidelines utilized by local health agency. • Informs people receiving services under HHS direction about the availability of the NEFRLS system. • Provides technical assistance for shelter operations related to food, vectors, water supply, and waste disposal. • Assists in the provision of medical supplies and services. • Coordinates emergency medical care in shelters as needed at the request of affected State(s) in accordance with appropriate guidelines utilized by local health agencies.
	Veterinary Medical Services <ul style="list-style-type: none"> • Identifies and provides qualified Veterinary Medical personnel for events requiring veterinary medical services or public health support for companion, service, and other animals. • Coordinates and provides emergency and disaster-related veterinary medical care services to impacted animal populations (including companion and service animals) in or outside of shelter locations until local infrastructures are reestablished. • Provides veterinary public health, zoonotic disease control, environmental health, and related services.
Department of Homeland Security/Citizen Corps	Involves community members in all-hazards emergency preparedness, planning, mitigation, response, and recovery.
Department of Housing and Urban Development	<ul style="list-style-type: none"> • Provides access to information on available habitable housing units, including housing units accessible to individuals with disabilities, owned or in HUD possession within or adjacent to the incident area for use as temporary housing. • Provides available HUD staff to assist when needed with mass care and housing operations.
Department of the Interior	<ul style="list-style-type: none"> • Provides available departmental resources (e.g., cots, blankets, sleeping bags, personnel) for shelters. • Provides logistical guidance and support.
Department of Justice	<ul style="list-style-type: none"> • In response to an act of criminal mass victimization (mass violence, domestic or international terrorism), may coordinate through the Office for Victims of Crime with Federal, State, tribal, and local service providers in the provision of assistance via the Antiterrorism and Emergency Assistance Program or other mechanisms. • Provides Federal Tort Claims Act guidance and claims resolution services in support of ESF #6 American Red Cross activities. • Provides security at mass care facilities when necessary to augment the capacity of State and local authorities.
Department of Labor	<ul style="list-style-type: none"> • Through the Occupational Safety and Health Administration, provides technical assistance related to worker safety and health issues. • Executes requirements as defined under the DUA program.

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Agency	Functions
Department of the Treasury/Internal Revenue Service	<ul style="list-style-type: none"> Assists victims with filing claims for tax refunds. Provides tax information and assistance. Distributes disaster kits containing tax forms and publications to help victims determine the amount of a causality loss deduction for destroyed property. Provides information on ways to reconstruct destroyed financial records. Provides copies or transcripts of previously filed tax returns free of charge to taxpayers located in the federally declared disaster area. May postpone tax deadlines to provide extra time to file and pay before assessing any penalty or additional amount to the tax. Interest may be abated for the period of time for which an extension of time to file tax returns and pay taxes is granted because the individual or business is located in a Presidentially declared disaster area. Executes agreement to supplement DHS/FEMA's teleregistration capabilities.
Department of Transportation	Provides coordination of transportation resources, highway information, and other resources related to supporting transportation activities.
Department of Veterans Affairs	<ul style="list-style-type: none"> May provide for food preparation and stockpiling in its facilities during the incident. Provides for the provision of medical supplies and services. Provides medical workers to augment health services personnel to support mass care operations, as appropriate. Provides available facilities suitable for mass shelter. Administers the laws providing benefits and other services to veterans and the dependents and beneficiaries of veterans. During incident operations, provides emergency healthcare services to veteran beneficiaries in VA medical facilities, to active duty military personnel, and, as resources permit, to civilians in communities affected by national security emergencies. Contributes to emergency support functions, including providing remedial infrastructure restoration, mass care services, resource (logistic) support, and health and medical services. Develops and maintains plans to make available housing assets that are habitable, and to which VA has title and possession, for use by victims. Works with lenders concerning foreclosure/waiver/underwriting/credit protection flexibilities related to VA-issued home loans.
General Services Administration	<ul style="list-style-type: none"> In coordination with ESF #2 – Communications, provides communications links to the DWH center from the disaster area. Provides other logistical support for mass care requirements as requested.
Small Business Administration	<ul style="list-style-type: none"> Provides low-interest, long-term loan assistance to homeowners, renters, businesses of all sizes, and nonprofit organizations to fund the repair or replacement of disaster-damaged property. Provides loan funds that also may include money for such things as relocation, mitigation, refinancing of existing liens, code-required upgrades, and 1-year insurance premiums.
Social Security Administration	<ul style="list-style-type: none"> Manages America's major income-support programs. Provides expedited processing of new Federal benefit claims during emergency operations.
U.S. Postal Service	<ul style="list-style-type: none"> Provides change-of-address cards for victims to notify the USPS of relocation addresses for mail forwarding, and assists in the distribution, collection, and mailing of those cards. Provides an electronic file of address-change information furnished by victims.

Emergency Support Function #6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex

Agency	Functions
American Red Cross	<ul style="list-style-type: none"> • Provides Red Cross staff to work daily at DHS/FEMA regional offices in support of ESF #6 Mass Care activities. • Provides specially trained liaisons to work at designated DHS/FEMA locations to support ESF #6 Mass Care activities as requested. • Provides subject-matter expertise on general mass care planning, preparedness, and response activities, as well as Red Cross-specific activities in these areas. • Provides information on current Red Cross mass care activities as requested prior to and during response operations. • Supports DHS/FEMA in working with designated State lead agencies for mass care in planning preparedness and response activities, to include exercise participation. • Provides guidance to designated State lead agency for mass care as the State determines its needs for Federal resource support. • Promotes cooperation and coordination among national-level NGOs that provide mass care services and appropriate government entities engaged in planning for response to major disasters. • Works on a case-by-case basis with DHS/FEMA on transient accommodations to eligible disaster victims. • Facilitates and supports re-unification programs in general population shelters operated by ARC. • Promotes public information sharing through its website (www.redcross.org), National Response Center, and "Safe and Well" website. <p>The American Red Cross role as the Nation's largest mass care service provider is separate and distinct from its role in the National Response Framework. In its role as a service provider, the American Red Cross works closely with State and local governments to provide mass care services to victims of every disaster, large and small, in an affected area. In providing these services, the American Red Cross fulfills its humanitarian mission, acting on its own behalf and not on behalf of the Federal Government or any other governmental entity.</p>
Corporation for National and Community Service	<p>Provides teams of trained National Service Participants (including AmeriCorps members, Learn and Serve America volunteers, and Retired and Senior Volunteer Program volunteers) to carry out a wide range of response and recovery support activities emphasizing disadvantaged communities and special needs residents, including:</p> <ul style="list-style-type: none"> • Canvassing, needs assessment, and information distribution. • Shelter and feeding support; and distribution of water, food, ice, and other emergency goods. • Debris clearance, temporary roof repair, and elimination of identified health/safety hazards. • Unaffiliated volunteer support and warehousing assistance. • Registration and call center support. • Case management assistance. • Other appropriate activities identified by ESF #6 coordinators or DHS/FEMA VALS.

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Agency	Functions
National Voluntary Organizations Active in Disaster	<ul style="list-style-type: none">• Facilitates and encourages collaboration, communication, cooperation, and coordination, and builds relationships among members while groups plan and prepare for emergencies and disaster incidents.• Assists in communicating to the government and the public the services provided by its national member organizations.• Facilitates information sharing during planning and preparedness and after a disaster incident.• Provides members with information pertaining to the severity of the disaster, needs identified, and actions of “helpers” throughout the response, relief, and recovery process.• Provides guidance in client information sharing, spiritual and emotional care management of unaffiliated volunteers, and unsolicited donated goods, as needed.

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